



# ADA COUNTY SHERIFF'S OFFICE

## PRESENTS

### *Crisis Communications for Dispatchers*

*Public Agency Training Council*

#### **DATE:**

[Sept 15-16, 2014](#)

#### **COURSE LENGTH:**

[0800-1630](#)

#### **Description:**

Approximately 85% of the US is covered by a 9-1-1 system. It is estimated that 99% of the adults living in these covered regions are aware that they should dial 9-1-1 in the event of a crisis situation or medical emergency. Emergency Telecommunicators today are experiencing an ever-increasing volume of calls, and many of those calls involving some type of critical incident. Various factors such as a rise in domestic violence and other troubling issues, post 9/11, higher public expectations, and more have caused this increase.

The need for Crisis Communication Training for Dispatchers is unquestioned. Telecommunicators are best described as the "crisis negotiator" or as the "first person" on the scene of every incident. They perform a complex and stressful job function within law enforcement that ranges from handling various types of crisis and emergency incidents to performing administrative support tasks.

Dispatchers must perform these functions while remaining calm, focused, as well as ensuring the safety of the caller and responding personnel. The outcome of emergency situations will depend on the questions asked, the decisions made, and the actions taken.

Telecommunicators are often exposed to a variety of emotions from emergency calls. Remaining poised and calm allows the telecommunicator to be in control of the situation. The methods for handling callers in different crisis situations will be discussed throughout the course.

#### Course topics include:

- ✓ Crisis Intervention & Management
- ✓ Crisis Communication Skills
- ✓ Angry and/or Difficult Callers
- ✓ Mental Impairments
- ✓ Suicide Intervention
- ✓ Family Violence (Domestic Violence Intervention)
- ✓ Hostage & Barricade Incidents

#### **Who Should Attend?**

This course is designed for all 9-1-1 Dispatchers. It received outstanding reviews when it was originally held in June of 2012 as well as May of 2013 at the Ada County Sheriff's Office.

#### **Cost:**

**\$295.00 which includes all training materials, refreshments and a Certificate of Completion**

#### **Location:**

Ada County Sheriff's Office, Training Room A, Entrance 3, 7180 Barrister Drive, Boise, ID 83704

#### **Instructor:**

This course is taught by Lt. Kelly DeVoll of the Georgetown, TX Police Department. Lt. DeVoll is a 22 year veteran of law enforcement currently serving as the Professional Standards Division Commander, Lead Firearms Instructor and Emergency Response Team Commander. Lt. DeVoll instructs law enforcement courses and Crisis Communications trainings throughout the year and makes several public speaking engagements in the US and Canada.

#### **Registration:**

To register, contact PATC at [www.patc.com](http://www.patc.com) (yellow link in upper left corner) or call 1-800-365-0119. An invoice can be generated for payment.

#### **Special Instructions:**

Morning and Afternoon refreshments will be provided. 15 hours of Idaho POST credit are available.

#### **Contact:**

Gina Marchwinski, Sheriff's Training Coordinator (577-3562) or [gmarchwinski@adaweb.net](mailto:gmarchwinski@adaweb.net) with any additional questions you may have regarding hotel accommodations or the training facility.